

From [REDACTED]  
To: [charlie.winburn@cincinnati-oh.gov](mailto:charlie.winburn@cincinnati-oh.gov)  
Subject: 911 I team report  
Date: Wed, 22 May 2013 18:42:08 -0400

Mr Winburn,

I am a Cincinnati Police dispatcher. I saw the I-team investigation last night and I also saw your response to it today.

I am writing to you anonymously for fear of retribution by management...but I ask you to please not forget about us once the I-team has packed up the cameras and gone home. The I-team has not even scratched the surface with this report...Joel Estes and his managers are some of the most corrupt and dishonest people (and in the case of Lisa Knapp and Joe Zinni I would add unqualified) I have ever had the displeasure of knowing. It baffles me how they get by unchecked and unnoticed.

The biggest insult of all is how Estes recently had the nerve to ask for raises for management knowing that 911/dispatch hasn't been fully staffed for years, and currently has 27 open positions. We are desperate for help here. Milton Dohoney visited our 911 center last year and we had hope for change...so far we have not seen the change we need.

Dispatchers are often working combined channels...a double workload which is exhausting as well as an officer safety concern. We work nights, weekends, holidays without complaint, but we desperately need our open positions to be filled...and please be aware that once a person is hired as an Operator/Dispatcher they are first trained to take 911 calls, then they are trained on dispatch...it can take up to a year for an employee to be fully trained. There something else--the training success rate is less than 50%, meaning more than half the people who are hired for the dispatch position will not successfully complete training for numerous reasons--number one among them being the stress of this job. This will not be a quick fix and the delay we are having in hiring dispatchers due to the hiring freeze is just another set back.

As far as the I-team allegations that dispatchers are taking 911 calls without proper training...that is true. I myself was given partial training for medical calls over a year ago...my training was never completed. Last week management started expediting training once they caught wind of the I-team investigation and I was informed that I, along with several co-workers will be rushed through 911 medical training this week and next. While Estes will be able to say that we are all trained to take medical calls by the end of the month, please don't be deceived. Our training will be rushed, and will not be to the standard that it should be.

Thank you for any help you can provide.